Common Issues and Solutions

Suggested grip and wrist position

It is best to drop from the top of the mouse down using a hand shake posture. Avoid reaching "up" for the mouse.
Hold the Vertical Mouse with your fingertips.
Rest the edge of your hand on the mousing surface.
Relax your hand.

A wrist support may be used to lift the hand and enable the fingers to reach more forward on the buttons.

Set your armrest directly across from your desk or keyboard tray to stabilize your forearm and hand. Move the mouse with a whole arm motion. Avoid "fish tailing" with your wrist back and forth.

Unable to pick up VerticalMouse

Tilt it slightly to the side to disable tracking.

Slide it without moving the pointer.

VerticalMouse 3 Wireless does not work
1. Put in the batteries in the proper directions.
2. Turn on the power switch on the bottom of the mouse.

Resetting VerticalMouse 3 Wireless receiver or linking new receiver
1. Press the button on the receiver until the blue light blinks. After this you have 10 seconds to perform the next step.
2. Insert a straightened paper clip through the hole next to the on/off switch under the mouse. Press the button inside the hole to reset the receiver or link a new receiver.

Pointer difficult to control or requires too much arm movement
1. Go to Control Panel, Mouse, and set the pointer speed to the middle for VM3R2, one notch higher than middle for VM3W, or one notch less than highest for VM2.
2. Check the box for Enhance Pointer Precision.
3. For VM3R2, press the button on the bottom of the mouse until the light is blue. For other models, skip this step.

Pointer moving by itself
A reflective surface may cause pointer drift. Put the VerticalMouse on a non reflective mouse pad, such as a fabric pad.

Zooming with scroll wheel
Earlier drivers require Ctrl for zooming with the scroll wheel. The current driver does not need Ctrl.

Panning in CAD programs (middle click)
CAD programs typically use a middle click for panning.
1. When the Evoluent driver is not installed, the wheel button is the middle button. Press the

wheel to perform a middle click.
2. When the Evoluent driver is installed, select the "Wheel/Middle Click" function for any button to make it work as a middle click. Do not select Auto Pan or Zoom.
3. In AutoCAD, the wheel/middle button is configurable at the command prompt. Type mbuttonpan and set to 1 to enable panning. If set to 0, a pop up menu appears when pressing the wheel button.

Customizing Pro E for panning with middle click
In the current Evoluent driver, Customizing Programming for Different Applications, look for xtop.exe in the Pro E folder in Program Files. In Pro E Wildfire 2.0, this is the default path: C:\Program Files\proeWildfire 2.0\i486_nt\obj\xtop.exe

Disabling button
Any button can be disabled by selecting the None function at the top of the pull down menu.

Top button working as right click in left hand model
Right click the mouse icon on the taskbar, click Close to shut down the driver.
Go to Control Panel, Mouse, uncheck the box for Switch primary and secondary buttons.
Go to Start, All Programs, VerticalMouse Manager, and click VerticalMouse Manager to restart the driver. The current driver automatically sets the top button to left click during installation.

Pointer jumping to screen edge
The mouse is probably on a reflective surface. Put it on a completely non-reflective surface, such as a cotton mouse pad.

Pointer disappears temporarily
Install the driver update.

Slow system startup, CPU usage at 99%
Install the driver update.

Pointer sluggish or moving randomly in response to mouse movement
The mouse is probably on a reflective surface. Put it on a completely non-reflective surface, such as a cotton mouse pad. If the mouse tracks properly on white printer paper, it is working properly. The mousing surface must be completely flat for proper tracking.

Acceleration/precision/pointer speed/pointer control
When the driver is not installed, go to Control Panel, Mouse, Pointer Options, and check the box for Enhance Pointer Precision (Windows XP). The current driver includes built-in control of pointer precision/acceleration.

Using right and left VerticalMouses at the same time
Both mouses must be in USB ports.
1. Connect the first VerticalMouse to a USB port.
2. Install the driver update.
3. Connect the second VerticalMouse to another USB port.
4. Install the driver update again. When the installation wizard asks if you wish to install again, click Yes.

Left handed pointers
Go to the shareware site www.tucows.com and search for left handed cursors.

Some buttons do not work
Install the driver update. The VerticalMouse must not be moved to another port after installing the driver, otherwise the driver will not load and some buttons will appear not to work. If the VerticalMouse must be moved to another port, uninstall the driver and install it again after moving the mouse.

Vertical or Drag Scroll does not work in some situations
This is a limitation of Vertical or Drag Scroll. Use the scroll wheel or scroll bar in those situations.

Computer cannot to go into stand by
Connect the mouse to a USB port. If problem persists, go to Control Panel, System, Hardware, Device Manager, Mice, Evoluent VerticalMouse, Power Management, and disable "Allow this device to bring computer out of stand by".

Mouse too big
Use a wrist rest to lift your hand and allow it to reach more forward on the buttons. The VerticalMouse 3 is shorter for smaller hands.

Not passing Windows testing
When warning messages about the driver not passing Windows testing appear during installation, click Continue Anyway. The driver works perfectly in the vast majority of Windows systems. For maximum safety, cancel the installation, go to Start, All Programs, Accessories, System Tools, System Restore, set a restore point, and install the driver. If any problem occurs after the installation, the system can be restored to the point prior to the installation by using System Restore.

Install asking for Windows CD
Some systems preinstalled with Windows store the Windows CD files on the hard disk. A possible path is C:\i386 or D:\i386. If you are unable to see the folder because it is a hidden folder, type in the path.

Mouse Manager does not start even when clicked
Install the driver update. Corporate users may need to have an IT technician install the driver by using the necessary Windows credentials to bypass any group policy that blocks non-certified drivers.

Install stops before finishing
Install the driver update. Corporate users may need to have an IT technician install the driver by using the necessary windows credentials to bypass any group policy that blocks non-certified drivers.

Two VerticalMouse listed in Control Panel, Add/Remove Programs
Use the solution for the previous issue.

Keyboard hotkey functions
Hotkeys are fully supported by XP. Some hotkeys may not work in other operating systems.

Back - go backward in a web or file browser.
Fwd - go forward in a web or file browser.
Web - open the default web browser.
E-Mail - open the default email program.
My Comp - open my computer to see all the drives.
Media Player - open the default media player.
Play/Pause - play or pause the media player.

Previous Track - go back one track in the media player if there is a previous track. Next Track - go back one track in the media player if there is a next track.
Volume Down - reduce the sound volume.
Volume Up - increase the sound volume.
Mute - mute the sound output.
Wake - wake the computer from standby. The BIOS must be configured for S1 suspend for this to work.
Sleep - put the computer on standby.
Power - shut down the computer.

Keyboard Wake key does not wake computer from standby
The system BIOS must be configured for S1 suspend mode for the Wake key to work during standby. The system fans are typically on during S1 standby. The wake key does not work when the BIOS is configured for S3 standby because the keyboard is not powered. This is normal. The system fans are typically off during S3 standby.

Keyboard eject key for Mac
Hold down F12 to eject the CD tray. Press and quickly release F12 as normal F12.

Software Driver Update
Driver Update

Tech Support
help@evoluent.com
(please manually type into email)

Warranty Return
Please first contact tech support to verify the problem. Products returned without authorization will not be accepted.